

# Your Verizon FiOS® Quick Reference Guide

FiOS Order Reference Number: \_\_\_\_\_

Customer Account Number: \_\_\_\_\_

Router IP: **192.168.1.1** \_\_\_\_\_

User Name: **admin** \_\_\_\_\_

## FiOS Internet

### Primary Email Account

Email Address: \_\_\_\_\_

Email Password: \_\_\_\_\_

### Router

Router Location: \_\_\_\_\_

Password: \_\_\_\_\_

SSID: \_\_\_\_\_

WEP Key: \_\_\_\_\_

64 Bit/10 Character ☐

128 Bit/26 Character ☐

## FiOS Internet Service

5M/2M ☐ 10M/2M ☐ 15M/2M ☐ 15M/15M ☐  
20M/5M ☐ 20M/20M ☐ 30M/15M ☐ 50M/20M ☐

## Speed Test Results

How fast is your connection?

Find out anytime at **speedtest.verizon.net**.

# FiOS TV

## Verizon FiOS TV — Settings Programmed

Video Input: \_\_\_\_\_

Channel Number: \_\_\_\_\_

Customer remote control codes for future programming.

### Remote Codes

Room: \_\_\_\_\_

Code: \_\_\_\_\_

### Verizon FiOS TV Service/Packages

Local..... ☐

Premier/La Conexión..... ☐

Sports..... ☐

Movies..... ☐

Premiums..... ☐

International Premiums..... ☐

For questions regarding your installation or equipment, visit us at **fioshelp.verizon.com** or call the Verizon Fiber Solutions Center at 1.888.553.1555.

# Internet Quick Tips

## Making the Most of Your FiOS Internet Experience

### When You Need Help

For step-by-step assistance and information on a variety of broadband service topics, go to: **[fioshelp.verizon.com](http://fioshelp.verizon.com)**.

When you visit our online Help tool, you can find out about:

- Setting up a wireless home network
- Configuring email (e.g., Outlook)
- Adding more Verizon email accounts
- Billing questions
- Verizon FiOS Internet help
- Antivirus and other security tools
- Software downloads
- Customer support by email

### Connecting to Your Wireless Network

Follow these steps to begin access:

1. Verify that your wireless signal is turned on. Some wireless laptops have a physical button that enables and disables the wireless networking card.
2. Verify that you have sufficient signal strength to connect to the router. You may need to move your computer or other device closer to the router in order to connect.
3. Use these steps to verify that you are connected to your "SSID" (see second bullet below) and not another wireless signal.
  - Go to Control Panel > Network and Internet Connections > Network Connections.
  - Look under "LAN or High Speed Internet" to find the icon which represents your wireless connection. If your wireless connection shows "Not Connected," select "Get Connected."
  - If your wireless network connection shows "Disabled," right click the icon, then select "Enable."

## Setting up Computers and Other Devices for Wireless Internet Access

In order to set up or access your wireless network, you will need the order information provided on the front page of this document. Follow these steps to begin access:

1. Turn on computer and right click on the wireless network tool (should be located on your toolbar).
2. Locate the "SSID" (network name) in the list and select it as your network connection.
3. When prompted, enter the WEP Key\* provided on the front page of this document.
4. If an application asks if your WEP Key is 64 bit or 128 bit, refer to the front page of this document.

\* For additional routers, this information will appear on the bottom of your Verizon FiOS Router.

## Email Help

For help with email and to change settings, you will need your primary email account address and password. Go to: **verizon.net/central**, click on the "My Account" tab, and log in using your primary email username and password.

### You can:

- Manage your Account information
- Create sub-accounts
- Add new email addresses

## Choose Your Online Experience

With Verizon Online, you can choose either Verizon Yahoo! for FiOS or Verizon FiOS Internet with AOL to deliver a richer, more personalized Internet experience. Whichever you choose, you'll immediately experience the benefits of combining a superior, high-speed broadband connection with the latest software, exclusive content and premium services of the world's top Internet brands.

### You'll get:

- The latest in online protection
- Parental controls
- Email features
- Entertainment options
- And more

If you didn't make your selection during registration, just go to **verizon.net/central**, click on the "My Account" tab and log in with your username and password.



# Internet Troubleshooting

## Can't Connect to the Internet?

### Try these steps:

1. Make sure the power is on at your router and Optical Network Terminal (ONT). Check the Ethernet connections between your computer and router and between your router and wall jack. Make sure that your router power cord is securely plugged in.
2. Try rebooting your computer.
3. Power-cycle your router by first disconnecting the power cord, waiting a few minutes, then reconnecting the power cord.
4. Check to ensure that your firewall software is not blocking your Internet access. Refer to your firewall software user guide.

## Can't Send or Receive Email?

1. Double-check to ensure that the email address has been typed correctly.
2. Check to see if you have an active Internet connection by opening the home page in your Web browser.
  - If the home page displays, download PC Checkup at **verizon.net/pccheckup**, then select the Email Check tool.
  - If the home page does not display, you may have a connection issue.

If you need more help, visit **fioshelp.verizon.com** or call us at 1.888.553.1555.

## Ordering Additional Services

If you would like to increase your Internet speed or add other FiOS premium services, just give us a call at 1.888.553.1555 or visit us at **verizon.com**.

# TV Quick Tips

## Making the Most Out of Your Verizon FiOS TV

### When You Need Help

To find general support and user guides, go to **fioshelp.verizon.com**.

### To help you surf channels like a pro, you'll find information on:

- User guides
- Channel lineups
- Troubleshooting guides

### Learning About Features

To find detailed information and instructional videos to help you get the most out of Verizon FiOS TV, just push the "Menu" button on your Verizon FiOS TV remote and select Help.

### Help topics include:

- Digital Video Recorder (DVR)
- Interactive Media Guide (IMG)
- Parental Controls
- Favorites
- Video On Demand (VOD)
- Remote Control
- Widgets

# For Best Service Quality

## Remember the Following to Ensure the Best Verizon FiOS TV Service:

- The router and Set Top Box (STB) must be wired and connected properly to maintain the quality of the Video On Demand service. The router must always be powered on to receive your updated Listings Guide.
- Your TV has been programmed to a specific channel or input that will interact with the Set Top Box. Be sure this channel or input has not been changed. Refer to the "Verizon FiOS TV — Settings Programmed" section of this reference guide where the information should be documented.
- In order to use Media Manager, you must download the software onto your computer to enable sharing with the Home Media DVR Set Top Box (STB).  
Go to: **[verizon.com/mediamanager](http://verizon.com/mediamanager)**.

## TV Troubleshooting

### FiOS TV Service not Responding?

If you have a frozen picture, stuttering audio, can't change channels, are unable to display video or are missing the guide, try rebooting the Set Top Box. Unplug the power cord from the wall outlet for 15 seconds and plug it back in. If you still have the problem, disconnect the power cord from your router and wait a few minutes before reconnecting it.

### No Display on your TV?

Check to make sure your TV and Set Top Box are powered on. Check your TV for proper input settings (e.g., Video 1 or channel 3). Your installation technician determined the proper input or channel your TV should be tuned to when the service was installed. If those settings were changed, they must be restored.

If you need more help, visit **[fioshelp.verizon.com](http://fioshelp.verizon.com)** or call us at 1.888.553.1555.

### Ordering Additional Services

If you would like to order other Verizon FiOS TV premium services or additional Set Top Boxes, call us at 1.888.553.1555 or visit us at **[verizon.com](http://verizon.com)**.

**It's the Network**

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CCF80021-QRG-04/08